



**CLYDE L. REESE, III, Esq.**  
**COMMISSIONER**

### **IMPORTANT KEY INFORMATION:**

**Constituent Services**  
404-651-6316

**Media Inquires**  
404-657-1384

### **OLAC LEADERSHIP:**

**Lisa Marie Shekell**  
Director

**Ravae Graham**  
Deputy Director

## **OFFICE OF LEGISLATIVE AFFAIRS & COMMUNICATIONS**

The Georgia Department of Human Services (DHS), Office of Legislative Affairs and Communications (OLAC) is the information and marketing center for the Department's programs and divisions. The office works to inform and educate the Georgia Legislature, public, media and DHS employees on issues related to the Department's services and programs. The Office supports the entire agency in media response, strategic message creation, and internal and external communications plan development and execution. The office also holds the primary responsibility to work with the General Assembly and analyze legislation that affects the Department and its programs.

In addition to providing support to the Department and its Divisions on internal and external communications and legislation, OLAC provides oversight and coordination of the Department's constituent services, call centers and Limited English Proficient and Sensory Impaired (LEPSI) program.

### **CONSTITUENT SERVICES**

DHS' Constituent Services ensures that clients (current or potential), advocates of clients (such as elected officials) and all other parties may file complaints, comments, commendations and request for information. OLAC is the designated office for the management of constituent inquiries. The office provides enterprise-wide leadership in ensuring that inquiries are responded to in a fast, friendly and easy manner. Constituent Services staff works with the appropriate DHS Divisions' and Offices' staff to respond to and resolve inquiries.

All constituents/advocates, including elected officials are encouraged to submit inquiries in writing to the DHS Customer Service mailbox at [CustomerService@dhr.state.ga.us](mailto:CustomerService@dhr.state.ga.us). This mailbox is the entry point for all constituent inquiries and is managed by constituent services staff with assistance from designated staff in the DHS Divisions and Offices. Constituent inquiries may also be submitted via telephone, in person, in writing (hard copy or electronic), by referral or fax.

### **CALL CENTERS**

DHS' call centers serve our many customers by providing an environment of accessibility and responsiveness ensuring service is delivered with integrity, professionalism, courtesy and efficiency. The call center strives to enable streamlined services to all DHS customers allowing for issues to be resolved with just one contact rather than redirection due to customers' need for multiple services.

### **LIMITED ENGLISH PROFICIENT & SENSORY IMPAIRED PROGRAM**

The Limited English Proficient & Sensory Impaired (LEPSI) program is committed to ensuring that customers have meaningful and equal access to all programs and activities conducted or supported by the department. LEPSI is responsible for providing interpreter and language services to consumers that visit DHS' 400 offices statewide. Those services include programs and assistance provided directly by the department, its divisions and offices, as well as those funded by grant in aid resources to county, regional and local offices. In addition, meaningful language access is ensured by all entities contracting with the department for the provision of services.